AMENDMENT AND RESPONSE UNDER 37 CFR § 1.116 – EXPEDITED PROCEDURE   **Page 6**
Serial Number: 09/873192   Dkt: 10005661-1 (1683.057US1)
Filing Date: June 5, 2001
Title: USE OF A JOB TICKET AS A GENERIC XML DATABASE

REMARKS

This responds to the Office Action mailed on <u>February 20, 2004</u>.

No claims are amended, cancelled, or added; as a result, claims 1-24 remain pending in this application.

§102 Rejection of the Claims

Claims 1, 3-15, 17, 18, 20, 21 and 24 were rejected under 35 USC § 102(b) as being anticipated by Cogger et al. (U.S. Patent No. 6,032,184).

Cogger discusses a system for opening and tracking trouble tickets over the Internet. The trouble ticket data can be tracked and managed via a customer workstation running a web browser.

Cogger does not address programming being stored as part of the data, or more specifically storing programming necessary to control and perform tasks defined in a job ticket, as are recited in the pending claims. Cogger similarly fails to teach a data storage section operable to store data including information, files, and programming necessary to control and perform one or more tasks defined in a job ticket. The cited col. 15, ln. 21-29 discuss only the general creation of a trouble ticket, and does not address files, programming necessary to perform tasks defined in the job ticket, or other such elements of the pending claims.

Cogger further fails to define in Figure 1 the control section controlling input and output of data into a data storage system, as the pending claims recite. The general assertion that Figure 3 anticipates a processor that provides data for input to a data section based on a job request from a client is also not explained, and is not supported by Figure 3 or by the accompanying description in Cogger's specification.

Because many elements of the pending claims are absent from Cogger, applicant believes the claims are in condition for allowance. Reexamination and allowance of the pending claims here rejected, and of the claims that depend therefrom, is respectfully requested.

§103 Rejection of the Claims

Claims 2, 16, 19, 22 and 23 were rejected under 35 USC § 103(a) as being unpatentable over Cogger et al. (U.S. Patent No. 6,032,184), in view of Lampson et al. (U.S. Patent No. 6,594,672).

These claims all depend from claims shown above to be in condition for allowance. Applicant therefore incorporates by reference the above discussion with respect to the base claims, and requests that these claims be further allowed as dependent on allowable base claims.

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CONCLUSION

Applicant respectfully submits that the claims are in condition for allowance and notification to that effect is earnestly requested. The Examiner is invited to telephone Applicant's attorney (612) 373-6977 to facilitate prosecution of this application.

If necessary, please charge any additional fees or credit overpayment to Deposit Account No. 08-2025.

Respectfully submitted,

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By their Representatives,

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Date _____   By _____
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                                               Reg. No. 44,639

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Mail Stop AF, Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this _____ day of May, 2004.

Dawn M. Poole
_____   _____

Name   Signature